



Technology Support Specialist

DESCRIPTION OF WORK:

This is advanced technical work in providing consultation, support, and/or training for information technology based systems. Employees are located throughout the state at agencies and universities. Employees may provide technical support of hardware, applications, operating systems, and networking and may participate in applications development and system integration. This level requires an in-depth understanding of a wide variety of technologies to effectively support clients and provide technical guidance to lower level Technology Support employees. Employees may serve as a technical expert or specialist in a particular area such as in the applications, operating systems, hardware or networking areas.

Employees interact with a broad range of clients and/or technology support employees requiring very strong communication skills and ability to use a wide range of technical resources for providing technical support to clients. Employers at this level typically provide advance support for a broad range of technologies, or in-depth expert support for a narrowly defined area of technology. Employees at this level may be responsible for oversight of programs or projects. Employees report to an Information Technology Manager.

EXAMPLES OF COMPETENCIES:

CONTRIBUTING:

- **Project Management:** Ability to complete project responsibilities independently and effectively and to actively participate to ensure project success.
- **Technical Solution Development:** Works within own specialty with ability to integrate and coordinate elements of that specialty.
- **Technical Support:** Ability to resolve complex problems based on existing documentation/training/resources.
- **Technical Support:** Ability to communicate solutions to technicians, analysts, and other affected personnel to aid their future problem solving ability.
- **Consultancy Skills:** Ability to determine client needs and effectively communicate back to technical experts.

JOURNEY

- **Project Management:** Ability to lead and manage technical projects of varying scale under minimal supervision. Demonstrates initiative in solving unexpected problems associated with projects and daily work.
- **Technical Knowledge:** May have substantive and methodological expertise pertinent to a particular discipline(s).
- **Technical Solution Development:** Integrates knowledge and skills from a range of technologies to address work assignments and problems of moderate to high complexity.
- **Technical Solution Development:** Ability to research and implement appropriate new technologies.
- **Technical Support:** Ability to communicate solutions to technicians, analysts, other specialists, and other affected personnel to aid their future problem solving ability.
- **Consultancy Skills:** Ability to communicate and explain technical information to be a technical resource to others.

ADVANCED

- **Planning and Organizing:** Ability to lead and plan IT for an organization.
Ability to lead projects that require directing the work of others with some latitude on actions or decisions.
- **Project Management:** Ability to manage timelines, resources and personnel (internal staff and contractors), and lead implementation efforts to completion.
- **Technical Knowledge:** Significant technical knowledge to serve as resource for other analysts and lower level specialists.
- **Technical Solution Development:** Ability to develop and/or implement highly complex information technology solutions to enhance enterprise success.
- **Technical Support:** Ability to identify emerging trends and issues and make suggestions for technical modifications to solve current and prevent future problems.
Advanced knowledge of a spectrum of work specialties and the ability to integrate this knowledge to develop and communicate innovative and effective solutions.
- **Consultancy Skills:** Technical expertise commonly sought in resolving highly complex problems.
Ability to consult with clients, peers and/or managers to develop requirements, solve problems and/or proactively establish technical directions.

MINIMUM TRAINING AND EXPERIENCE:

Graduation from a two year technical college with a major in computer science, information technology or related area and one year in the information technology field related to the position's role; or graduation from a four year college or university and one year experience in the information technology field related to the position's role; or graduation from a four year college or university with a major in computer science or information technology or related degree. Related information technology experience may be substituted year for year for the required education.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

Degrees must be received from appropriately accredited institutions.